



District of Columbia
Department of Human Services
Family Services Administration (FSA)

REQUEST FOR APPLICATIONS

Fiscal Year 2022
Homeless Hotline Operations and Transportation Services
(Short name: Homeless Hotline)
RFA #JA-FSA-HomelessHotline_004-22

Announcement Date:	May 2, 2022
RFA Release Date:	May 2, 2022
Pre-application Conference Date:	May 9, 2022
Application Submission Deadline:	May 30, 2022 5:00pm EST

Government of the District of Columbia
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
(202) 671-4200

LATE APPLICATIONS WILL NOT BE FORWARDED TO THE PANEL FOR REVIEW

EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor,” is soliciting proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY) 2022 for the provision of Homeless Hotline Operations and Transportation Services.

Through this RFA, DHS seeks to establish a 24 hours a day, 7 days a week homeless services hotline and accompanying transportation for single unaccompanied adults, youth over the age of 18, and families who are seeking services from the homeless services system. Providing high quality customer service is at the heart of this RFA. The selected applicant must be able to assess the needs of all callers, identify the appropriate referrals, log all calls in the system designated by DHS, and determine the appropriate follow-up. The homeless services hotline will be the clients’ first opportunity to learn about available services – including homelessness prevention services and resources. Through this RFA, DHS also seeks to support a fleet of vehicles that will provide scheduled and unscheduled transportation to single unaccompanied adults, youth over age 18, and families.

Funding Opportunity Title:	Homeless Hotline Operations and Transportation Services
Funding Opportunity Number:	RFA #JA-FSA-HomelessHotline_004-22
Deadline for Applications:	May 30, 2022 at 5:00pm EST The District of Columbia Department of Human Services 64 New York Ave. NE, 6th Fl. Washington DC 20002 Attn: Jennifer Miné at jennifer.mine@dc.gov Jennifer.Mine@dc.gov
Total Estimated Number of Awards:	One Award
Total Estimated Award Amount:	Up to \$3,300,000
Period of Performance:	August 1, 2022 to September 30, 2023
Length of Award:	One base year with up to four option years, subject to funding availability
Eligible Applicants:	<input type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input type="checkbox"/> Faith-based organizations; and <input type="checkbox"/> Private Enterprises

District of Columbia
Department of Human Services
Family Services Administration (FSA)

NOTICE

PRE-APPLICATION CONFERENCE

Attendance is recommended

Fiscal Year 2022
Homeless Hotline Operations and Transportation Services
(Short name: Homeless Hotline)
RFA #JA-FSA-HomelessHotline_004-22

When: May 9, 2022

Where: Via Webex

Time: 10:00am-12:00pm EST

Contact Person: Jennifer Miné
Family Services Administration (FSA)
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
Email: jennifer.mine@dc.gov
202-808-5864

Please RSVP to attend the Pre-Application Conference no later than May 6, 2022.

Prospective Applicants planning to attend the Pre-Application Conference may send an RSVP to Jennifer Miné, Grants Management Specialist by email at Jennifer.Mine@dc.gov expressing interest in the Pre-Application Conference. The Webex online meeting information will be emailed to the prospective Applicants who expressed interest in participating prior to the Pre-Application Conference.

CHECKLIST FOR APPLICATIONS

Homeless Hotline Operations and Transportation Services

- Application proposal format follows the “Application Format” listed in Section 4 of the RFA.
- Application shall be created as a PDF file, 1.5 line spacing, using 12-point type with a minimum of one-inch margins, with all pages numbered. The entire Application must NOT exceed 20 pages (not including attachments).
- Applicant Profile [Attachment A], contains all the information requested and is attached as the Face Sheet.
- Proposal Narrative
 - Table of Contents
 - Executive Summary
 - Proposed Approach/Strategy
 - Description of Organizational Capacity and Staffing Plans (one staffing plan for each component)
 - Description of Past Performance
- Program Budget and Budget Narrative (a budget for each component is provided; the line item budget narrative describes the budget breakdown and assumptions for each spending category).
- Proposed Work Plan [Attachment D] is complete and complies with the work plan form.
- Proposed Staffing Plan [Attachment E] is complete
- Appendix 1: Certifications and Assurances listed in Attachments B and C are signed.
- Appendix 2: Articles of Incorporation, if applicable.
- Appendix 3: Bylaws, if applicable.
- Appendix 4: IRS letter of non-profit corporation status, if applicable.
- Appendix 5: List of current board of directors, if applicable. Include their mailing and e-mail addresses and phone numbers. Also include board titles of officers.
- Appendix 6: Most recent annual audit. If audited financial statements have never been prepared due to the size or newness of the organization, applicant must submit an organizational budget, an income statement (or profit and loss statement), and a balance sheet certified by an authorized representative of the organization.
- Appendix 7: Form 990, Return of Organization Exempt from Income Tax, if applicable.
- Appendix 8: Proposed organizational chart.
- Appendix 9: Memoranda of Understanding from key community partners documenting their specific support for the delivery of services for the Homeless Hotline Operations and Transportation Services grant, if applicable
- Appendix 10: Proposed staff resumes.
- Appendix 11: Proposed staff job descriptions.
- Appendix 12: Signed letter stating that the applicant will market the initiatives as a DHS/FSA Homeless Hotline Operations and Transportation Services grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the Homeless Hotline Operations and Transportation Services grant.
- Appendix 13: District of Columbia Business License.
- Appendix 14: Annual report or other documentation of a history of supporting and providing housing-focused and trauma informed outreach to unsheltered individuals residing on the street or in locations not fit for human habitation.
- Appendix 15: Certificates of Good Standing.
- Application is submitted electronically. Applicants shall receive a confirmation notification the same day as submitting the Application.
- Applicant submitted the required attachments

The application must be submitted no later than 5:00pm EST, Eastern Standard Time (EST) by the deadline date of May 30, 2022, to DHS/FSA, c/o Jennifer Miné, jennifer.mine@dc.gov. Applications submitted after 5:00pm EST will not be forwarded to the Review Panel for funding consideration.



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SECTION 1. GENERAL INFORMATION

1.1 Introduction

The District of Columbia Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor,” is soliciting proposals (also referred to as “applications”) for Fiscal Year (FY) 2022 to operate a Homeless Services Hotline and Transportation Services for the District’s homeless services system.

[Homeward DC](#), the District’s first-ever comprehensive strategic plan to guide homeless service systems transformation efforts, was released in 2015. The plan established a vision for transformation of the District’s homeless services system into an efficient crisis response system focused on a) preventing homelessness whenever possible, b) ensuring immediate access to safe, dignified, service enriched emergency shelter when housing loss cannot be prevented, and c) providing rapid reconnection to permanent housing using a variety of tools and strategies to meet each individual’s unique needs and circumstances. Throughout the early years of implementation, the District made tremendous progress on family homelessness, achieving a 73% reduction in homelessness among families between 2016 and 2021.

In early 2021, the District’s Interagency Council on Homelessness (ICH) released Homeward DC 2.0 – a plan that attempts to build on key lessons learned from the early years of Homeward DC implementation to continue driving reductions in homelessness in the District. Importantly, the plan highlights the ways in which the District can apply many of the same tools used to reduce family homelessness to target homelessness among unaccompanied adults.

This RFA is central to that work. At the same time the District is working to improve its emergency shelter facilities and expand permanent housing options, the District is also working to improve the “front door” of the system by providing a clearer point of entry, more consistent and reliable information about available services and resources, and more intentional support in helping people get connected to those services and resources.

1. Eligible Organizations/Entities

Non-profit community organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations, faith-based organizations, such as churches, synagogues, mosques, or religiously based social service affiliates of such organizations, and private enterprises located in the District that have demonstrated experience working with individuals experiencing homelessness are encouraged to apply. Applications are also encouraged from collaborating community-based and faith-based organizations.

On the same basis as any other applicants, religious organizations are eligible to participate as long as the services funded by this grant are provided consistent with the Establishment Clause and the Free Exercise Clause or the First Amendment to the United States Constitution, in accordance with United States Executive Order 13279 of December 12, 2002.

Eligible organizations may sub-grant the funding it receives under this grant to sub-grantees (Grantees), as approved by DHS to meet the requirements in this RFA. Applicants must include details on how it will manage services, financial, and legal responsibilities between itself as the Grantee and its sub-grantees. The application must clearly describe the roles and responsibilities for each party in the proposal.



Eligible Grantee(s) are expected to demonstrate their experience working with homeless individuals. In addition to having the appropriate staff qualifications and experience performing services similar in size and scope to the requirements of this grant, eligible Grantee(s) shall elaborate on their intent and ability to:

- Establish effective and efficient communication channels with other Grantees, shelters, day service programs, homeless service providers within the Continuum of Care, and the network's central coordinating entity;
- Provide the required services and deliverables while delivering high-value trauma informed care and services to consumers;
- Leverage non-governmental assets and coordinate with other organizations in the homeless services Continuum of Care; and
- Offer services at scale while maintaining client confidentiality.

Continuing conditions of eligibility are that the information in the application is complete and truthful and that the Applicant at all times is able to meet any material conditions stated in its application. For instance, if an Applicant's ability to fulfill the terms of the grant is based on the availability of skilled staff and those staff should leave after the application's submittal or the grant award to the Applicant, the Applicant has the responsibility to advise DHS/FSA in writing of this change in material conditions. Another example of change in material conditions that could result in the loss of eligibility would be the loss of Applicant's tax-exempt status.

1.2 Source of Funds

The source of funds for the grant is the General Fund of the District of Columbia. Funding for grant awards is contingent upon availability of funds. Grant funds shall only be used to support activities specifically outlined in the scope of this RFA and included in the Applicant's submission. DHS also reserves the right to, without prior notice, reduce or cancel one or more programs listed in this RFA, reject all applications, adjust total funds available, or cancel the RFA in part or whole.

1.3 Award Period

The grant is being offered from August 1, 2022 through September 30, 2023 with up to 4 option years, for a total of 5 years subject to funding availability.

1.4 Projects and Funds Available

DHS is looking to award a single Grant under this RFA to provide services associated with the grant components outlined in Section 2.3. Because of the range of services required under the RFA, it is allowable for organizations to form a teaming arrangement to fulfill the requirements of this solicitation. One service provider must be identified as the Prime, and that entity will be responsible for management of and coordination among subgrantees to achieve the performance objectives outlined in this solicitation.



1.5 Purpose of the Grant

Through this RFA, DHS seeks 1) an experienced call center operator to manage the District's Homeless Services Hotline,¹ and 2) an experienced transportation provider who can provide both scheduled and on-demand transportation services to facilitate access to DHS shelters and day centers. DHS understands that these are distinct services that require different types of staff expertise and different business operations. However, to ensure well-coordinated services for clients and a single point of accountability, DHS is looking for a single applicant or applicant team (e.g., a hotline operator that subcontracts with a transportation provider or vice versa) who can fulfill the full requirements of this solicitation. Because the Homeless Services Hotline will often be the first point of contact for someone experiencing or on the verge of homelessness – a highly traumatic and stressful event in a person's life – DHS wishes to underscore the importance of extreme professionalism and next-level customer service under this scope of work.

1.6 Anti-Deficiency Considerations

The commitment to fulfill financial obligations of any kind pursuant to any and all provisions of a grant award, or any subsequent award shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 D.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (iii) D.C. Official Code § 47-105 (2001), and (iv) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

1.7 Permissible Use of Grant Funds

A Grantee may use grant funds only for allowable grant project expenditures. Grant funds related to work performed will be provided on a reimbursement basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion.

The Department will collect and the Grantee shall remit all unexpended and/or unsubstantiated funds within ten (10) business days following conclusion of the Grant Performance Period. Unexpended grant dollars that have not been returned to the Department represent a debt to the District of Columbia.

1.8 Competition for a Grant Award

This RFA is competitive. Each Applicant must demonstrate its team's ability to carry out the activities for each component under this solicitation. A review panel will evaluate the applications according to the list of criteria outlined in Section 5 of this RFA. The proposal with the total highest score will be awarded the grant.

1.9 Grant Monitoring

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits and remote monitoring via review of case notes, performance data, and financial reports. During such visits,

¹ Currently, DHS funds a Shelter Transportation Hotline, the primary function of which is to dispatch drivers to homeless individuals seeking/needing assistance. Given the broader system transportation efforts under way, DHS seeks to expand the role of the hotline to assist with screening of caller needs and more intentional connection to a wider array of services and supports.



the Grantee is required to provide such access to its facilities, staff, clients, and records as may be necessary for monitoring purposes.

Each grant is subject to audit.

1.10 General Terms and Conditions

“Appendix: General Terms and Conditions” is incorporated by reference in this RFA. Applicants and Grantees must comply with any and all applicable terms and conditions outlined in the appendix.

1.11 DHS’s Authority to Make Grants

DHS has grant-making authority under:

- Title 1, Chapter 50 of the District of Columbia Municipal Regulations; and any other applicable local and federal laws, regulations, and policies.
- *Section 30 of the Homeless Services Reform Act (HSRA) of 2005*, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code §§ 4-756.01(a), *et seq.*), as amended, and Mayor’s Order 2007-80 dated April 2, 2007.

1.12 Contact Person

For further information, please contact:

Jennifer Miné
Family Services Administration (FSA)
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
202-808-5864

1.13 Updates

In order to receive updates and/or addenda to this RFA, or other related information, applicants are advised to immediately email the following information to Jennifer Miné, Grants Management Specialist at Jennifer.Mine@dc.gov :

- Name of applicant organization
- Contact person
- Mailing address
- Telephone and fax number
- E-mail address

1.14 Notice of Intent

Organizations that anticipate submitting an application in response to this request should send a brief letter via e-mail to Jennifer Miné. The Notice of Intent is not mandatory, nor does it provide any specific obligation with regard to the review or award process.

1.15 Pre-Application Conference

The mandatory Pre-Application Conference will be held via Webex on May 9, 2022, from 10:00am to 12:00pm EST. Prospective Grantees planning to attend the Pre-Application Conference via Webex should request the online meeting information in their RSVP to Jennifer Miné at Jennifer.Mine@dc.gov .



1.16 Explanation to Prospective Grantees

Applicants are encouraged to e-mail their questions to Jennifer Miné at Jennifer.Mine@dc.gov on or before May 10, 2022 at 12:00pm. Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

1.17 Deadline Date

The RFA will be issued on May 2, 2022. The Pre-Application Conference will be held on May 9, 2022 and the deadline for submissions of all applications is May 30, 2022, at 5:00pm EST. Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment. **NO SUBMISSIONS WILL BE ACCEPTED AFTER 5:00pm EST on May 30, 2022.**

SECTION 2. PROGRAM SCOPE

2.1 Overview

Through this RFA, DHS seeks 1) an experienced call center operator to manage the District's Homeless Services Hotline, and 2) an experienced transportation provider who can provide both scheduled and on-demand transportation services to facilitate access to DHS shelters and day services. The Grantee shall be responsible for the full scope of this solicitation. DHS understands that these are distinct services that require different types of staff expertise and different business operations. However, to ensure well-coordinated services for clients and a single point of accountability, DHS is looking for a single applicant or applicant team (prime/sub relationship) who can fulfill the full requirements of this solicitation.

2.2 DHS Responsibilities

DHS shall be responsible for the following in supporting grantees to fulfill the requirements of this solicitation:

- A) Execute the Grantee selection and award process.
- B) Host kick-off meeting with the Grantee and any subgrantees to review requirements, answer questions, and ensure common expectations for moving ahead.
- C) Assign a Contractor Officer and Program Manager, who shall be the financial and programmatic liaisons for Grantees during the term of this grant agreement.
- D) Facilitate connection to, coordination with, and problem-solving support with other District agencies and homeless service system agencies providing services to clients.
- E) Assist the Grantee in developing a script and protocols for a clear and uniform process for hotline staff to determine caller needs and facilitate connection to appropriate District programs and resources.
- F) Ensure the Grantees has up-to-date information on District programs and services.
- G) Provide Grantees with timely feedback on questions, requests, and draft deliverables.
- H) Provide or facilitate access to training on District homeless services system protocol and other relevant District-wide or Department-specific requirements.
- I) Provide oversight of Grantee compliance and performance, meeting regularly with Grantee Program Manager(s) to review performance, discuss opportunities for improvement, and provide technical assistance support as needed.
- J) Coordinate with the Grantee to determine the most appropriate mode of transportation for transportation service requests.
- K) Facilitate and pay for access to the Language Line.
- L) Provide vehicles if a Grantee is selected that does not/is not able to directly own or lease its own fleet of vehicles.



2.3 Grantee Responsibilities

Applicants shall articulate in their application how they plan to address/fulfill the requirements listed below.

A. General Requirements

1. Services under this solicitation will be provided to single adults, family households, and unaccompanied youth over age 18 that are experiencing homelessness or are at risk of experiencing homelessness.
2. The Grantee shall establish and operate the program from its own facility or facilities.
3. The Grantee shall adhere to all District and Federal rules and regulations for all services provided under this RFA.
4. The Grantee shall ensure criminal background checks are conducted for all positions.
5. The Grantee shall establish written protocol to guide all operations under this RFA, including (but not limited to) call center operations, dispatching of/coordination with drivers, client referrals and case closeout, and supply inventory management.
6. The Grantee shall ensure it develops a financial tracking system that will track expenditures by quantity of services/goods and line-item category. The Grantee shall ensure it maintains and stores all original invoices and receipts in a secure location.

B. DC Homeless Services Hotline

1. The Grantee shall ensure live coverage of the Homeless Services Hotline 24 hours per day, seven days per week, 365 days per year.

To estimate the level of effort, please see table below of average daily calls for Fiscal Year 2021. Note that the hotline was open 24 hours a day / 7 days a week during hypothermia season.

Daily Average Calls for Shelter Hotline FY 21

Hypo-Season FY 21	Non-Hypo-Season FY 21	Daily Ave for FY 21
334	208	270

2. The Grantee shall establish a hotline number that allows multiple incoming calls to be received at any given time. In addition to calls directly to the Hotline, the Grantee shall accept rollover calls from 311.
3. The Grantee shall use a call center phone system that allows multiple incoming calls to be received at any given time and supports efficient management of incoming calls.
 - a. In response to this RFA, DHS is asking applicants to identify the phone system they propose to use, as well as specific add-on features, if any (e.g., Automated Call Back,



- Call Recording, Call Monitoring, Call Analytics, Call Queueing) they would recommend, and they have budgeted for in their proposal. Final selection of features shall be determined in coordination with DHS, unless the system is an off-the-shelf system or system already in use by the organization awarded the grant.
- b. Minimally, the Grantee must use a system that allows it to generate regular reports for DHS on the following:
 - i. Number of incoming calls per day,
 - ii. Time of calls/distribution of calls across the 24 hour period;
 - iii. Wait time for callers;
 - iv. Basic caller demographics.
 - v. Nature of caller requests (e.g., prevention, transport to shelter, safety check); and
 - vi. Call resolution.
 4. The Grantee shall be prepared to adjust staffing levels seasonally or as determined necessary by DHS.
 5. The Grantee shall use a standard script and protocol to determine caller needs and to facilitate connection to appropriate follow-up resources, including, but not limited to, prevention/ diversion assistance, street outreach assistance, emergency shelter, and population-specific supports (e.g., youth, domestic violence). The Grantee shall use electronic systems/applications to be identified by DHS to schedule appointments or otherwise facilitate connection to these resources.
 6. The Grantee shall use the District's Homeless Management Information System (HMIS), or an alternative DHS system or protocol to be identified, for monitoring shelter bed capacity in real time in order to direct clients and other homeless service system partners to facilities with bed availability.
 7. The Grantee shall establish and ensure staff adhere to a code of conduct to work with callers in a professional and courteous manner.
 8. The Grantee shall have a protocol in place for how to manage calls from individuals who have limited English Proficiency. This protocol shall be submitted to DHS within 30 days of award.
 9. The Grantee shall have a protocol in place for how to manage calls from individuals who have hearing or speech disabilities. This protocol shall be submitted to DHS within 30 days of award.
 10. The Grantee shall be responsible for providing regular training, monitoring, and quality control support of individuals staffing the hotline.
 11. The Grantee shall be responsible for ensuring distribution of and training on any new information or protocols provided to the grantee by DHS within a reasonable amount of time with a planned effective date. The Grantee shall notify DHS once the information and protocols are effective.
 12. The Grantee shall submit on an annual basis a customer service report that outlines any customer service challenges and sets goals for improving customer service moving forward. For example, reducing the amount of time spent on hold.

C. Transportation and Outreach Support



1. Vehicle Fleet

- a. DHS is looking for an experienced transportation provider to fulfill the requirements of this section using its own fleet of vehicles.
 - i. The Grantee should anticipate using different size vehicles, ranging from 25-passenger vans (or larger) to small, fuel-efficient vehicles, to provide the services described in this solicitation. The Grantee must also have access to a sufficient number of ADA compliant vehicles.
 - ii. Grantees will be paid a half-day or full-day rate per vehicle used to deliver the scope of services under this RFA. Grantees will be asked to propose rates in response to this RFA and will be paid according to a rate schedule to be finalized between DHS and the Grantee prior to grant execution.
- b. Companies/organizations that do not own or lease vehicles are not prohibited from applying to this solicitation but may face a disadvantage under Section 5: Evaluation Criteria, relative to applicants that operate and maintain their own fleet of vehicles and have more flexibility with regard to accessing different types and sizes of vehicles for different needs.
- c. The Grantee shall be responsible for establishing and maintaining the appropriate levels of insurance as specified in Section 3.7 throughout the entire period of performance.
- d. If a Grantee is selected that does not have access to its own fleet of vehicles – or needs to purchase new vehicles, the following requirements shall also apply:
 - i. All vehicles that are District owned and/or leased to the Grantee or purchased by the Grantee using funding provided under this RFA, shall be returned to the District upon the expiration of the Grant Agreement.
 - ii. If necessary, the Applicant shall propose a budget and a schedule for purchasing vehicles. If selected, DHS shall work with the Grantee to develop a plan to purchase vehicles over the course of the grant period.
- e. The Grantee shall be responsible for all vehicle maintenance including, but not limited to: 1) Fueling; 2) Routine maintenance (e.g. oil changes, tire balance and rotations, wheel alignment, fluid replacement); 3) Minor repairs; and 4) Major repairs. The costs for regular vehicle maintenance should be included in the daily vehicle rate.
- f. In the case of a vehicle emergency, the Grantee shall:
 1. Continue to meet the service requirements under this RFA.
 2. Contact the DHS Grant Administrator within 24 hours in a written statement explaining what happened, the current location of the vehicle, the insurance claim, and the expected turnaround time for the vehicle to be back in service.
 3. Log all information contacts and take photos of the vehicle and make sure to include it with the written statement.
 4. If clients were in the car at the time of the emergency, the Grantee shall submit an unusual incident report. See Section 3.4 D.
- g. The Grantee shall park all vehicles at its own facility when not in use.



- d. Welfare Checks & Delivery of Safety Items. When dispatched to a location, the Grantee shall perform a welfare check of the consumer, offering a ride to shelter if the consumer is amenable, and safety items if the consumer is not willing or able to go to shelter.
 - i. Safety items include, but are not limited to, tarps, sleeping bags, blankets ponchos, coats, long johns, socks/footwear, hats, gloves, water, food, hygiene items, and Narcan kits.
 - ii. The Grantee shall work with DHS to draft, establish, and finalize a list of safety items. The Grantee shall ensure that safety items are constantly stocked, monitored, and distributed to clients. Services shall not be interrupted or delayed if safety items are temporarily unavailable.
 - e. Outreach Support. The Grantee shall ensure an Outreach Specialist accompanies all drivers performing unscheduled transportation to support with outreach and engagement of clients sleeping in unsheltered locations.
 - i. The outreach staff shall be responsible for leaving the vehicle to check on/engage clients, logging the outcome of the engagement, and coordinating with the District's daytime street outreach teams.
 - ii. The Grantee shall use an electronic system or application for coordinating with other street outreach providers as specified by DHS. A list of DHS' current outreach providers is provided in Appendix 2 in case applicants wish to consider exploring subgranting arrangements to fulfill this role.
 - f. Families. The Grantee shall provide unscheduled transportation to relocate families when there is a need to transfer families from one shelter (including hotels) to another. DHS shall initiate these moves. The moves are anticipated to occur on a weekly basis, Monday through Friday from 8:00 am to 11:00 pm.
 - g. Emergencies and Special Events. The Grantee shall provide transportation and outreach support for emergency situations and special events as designated and approved by DHS.
4. General Requirements for all Transportation Services.
- a. The Contractor shall provide licensed CDL drivers that can serve as scheduled/standby Drivers.
 - b. The Grantee shall log the number of riders, time, and location of pick-up and drop-off for all transportation services in a system to be specified by DHS.
 - c. The Grantee shall provide all necessary supplies and equipment to administer transportation services, which includes, but is not limited to two-way radios and cell phones (to support communication between the hotline and drivers), iPad or laptops (to facilitate data collection on transportation services and coordination with the District's street outreach teams), cleaning products, and any necessary vehicle accessories.
 - d. The Grantee shall assist clients who need assistance with moving their personal belongings – up to two (2) bags – when providing transportation services.

2.4 Deliverables

A summary of all deliverables and deadlines are included in the table below. Each deliverable must be submitted to the Grant Administrator within the due date timeline specified below.



No.	Deliverables	Quantity	Format and Method of Delivery	Due Date
1	Program Budget/Budget Narrative	Annual	Written Report (electronic)	2 weeks post award; to be renewed annually
2	Onboarding & Staff Training Plan	Once	Written (electronic)	4 weeks post award; updates as applicable.
3	Executed Memorandums of Understanding/subgrants (as applicable)	Once	PDF Copies	6 weeks post award; to be updated as applicable
4	Staff Oversight & Quality Assurance Plan	Once	Written (electronic)	8 weeks post award; to be updated as needed
5	Written Protocols (e.g., call center protocols, case referral and close-out protocols, transportation dispatch protocols, safety items inventory protocols)	Once (updated as needed)	Written (electronic)	8 weeks post award, with final being submitted 2 weeks after receiving DHS comment
6	Call Center System Demo	Once (or multiple, if system updates are required)	Live Demo	10 weeks post award
7	Vehicle Inventory and Final Rate Schedule	Annual	Written (electronic)	10 weeks post award
8	Vehicle Maintenance Plan	Annual	Written (electronic)	10 weeks post award
10	Scheduled Transportation Routes	Bi-Annually	Written (electronic)	October/March (done in coordination with DHS)
11	Safety Items List	Once (updated as needed)	Written (electronic)	10 weeks post award
12	Invoices	12	Written (electronic)	By the 15 th of the next month
13	Staff Background Check Clearances	Annual	Written (electronic)	Prior to hiring staff
14	Continuity of Operations Plan	Once	Written (electronic)	4 weeks post award; to be updated as applicable
15	Monthly Reports	Monthly	Written (electronic)	Monthly following grant execution



16	Customer Service Plan	Annual	Written (electronic)	Annual – at the end of the first year
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2.5 Staffing Requirements

- A. Grantees are expected to have key personnel hired within 60 days and all hires within 90 to 120 days of grant award. If grantee is unable to complete the hiring of key personnel within the above-described timeframe, the grantee will be required to submit to DHS an updated staffing plan describing the reasons why hiring was not completed and an update hiring timeline. DHS reserves the right to terminate the agreement if the hiring timeline exceeds the agreed upon timeline.
- B. The Grantee shall test all employees or staff who have direct contact with families and children for drug and alcohol use. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act) and shall be tested pursuant to the Act. The Grantee shall provide documents certifying negative drug and alcohol test results for all Providers within 60 days of contract award. The Grantee shall submit all documentation to the DHS GA within 60 days of grant award.
- C. Grantees shall provide DHS with the names and resumes for all paid personnel, including any subcontractors who have responsibility for performing work under this grant. The Grantee shall employ and maintain documentation and assure that employees possess adequate training and competence to perform the duties which they have been assigned.
- D. The Grantee shall maintain a current organizational chart which displays organizational relationships and demonstrates who has responsibility for administrative oversight and supervision over each funded service activity.
- E. Following approval of the Staffing Plan by DHS, the Grantee shall notify the Department of any proposed changes within thirty (30) calendar days of the desired change and shall submit justification in sufficient detail to permit evaluation of the impact upon the grant. The Department reserves the right to demand a change in or removal of any staff provided by the Grantee or any subgrantees or Grantees based on unsatisfactory performance at no additional cost to the District.
- F. The Grantee shall also notify DHS in writing within 24 hours of key personnel termination or receipt of resignation. The Grantee shall submit a service delivery coverage plan within 72 hours following key personnel separation along with an anticipated date of replacement and make every attempt possible to fill vacant key personnel positions within 60 days of vacancy.
- G. The Grantee shall maintain a complete and current written job description covering all positions funded through the Agreement, which must be included in the project files and be available for inspection on request. The job description shall: include education, experience, and/or licensing/certification criteria, description of duties and responsibilities, hours of work, salary rate and performance evaluation criteria. When hiring staff under this RFA, the Grantee shall



obtain written documentation of work experience and employment references.

- H. The Grantee shall maintain an individual personnel file for each project staff member. The file will contain: the job posting (vacancy announcement), application for employment, professional and personal references, applicable credentials/certifications, and records of personnel actions, including time records, documentation of all training received, notation of any allegations of professional or other misconduct, and Grantee's action with respect to all allegations, and date and reason if terminated from employment. All of these personnel materials shall be made available to the DHS Program Administrator upon request.
- I. The District reserves the right to demand a change in or removal of any staff provided by the Grantee or the subcontractors based on unsatisfactory performance at no additional cost to the District.
- J. The Grantee shall ensure that *Drivers* for the transportation services possess, at minimum, all of the following qualifications:
1. Possess a valid driver's license in the District with no major traffic violations in the past five (5) calendar years (record cannot exceed more than two points).
 2. Possess a Class A and Class B license with a valid DOT certificate and at least two (2) years of experience driving a fifteen (15) passenger (or larger) vehicle.
 3. Possess a high school diploma or GED equivalent.
 4. Possess the abilities to work well under high pressure and with individuals from diverse backgrounds.
 5. Possess strong oral and written communications skills.
 6. Possess a strong comprehensive knowledge of the District's geography in order to effectively navigate the streets and neighborhoods.
 7. Ability to work effectively independently and in team environments.
 8. Ability to participate in random drug test upon request by supervisor or the District government.
 9. Ability to work a varied schedule, including holidays and weekends during all types of weather.
- K. The Grantee shall ensure that all Hotline Staff possess, at minimum, all the following qualifications:
1. Possess a high school diploma or GED equivalent.
 2. Possess strong oral communications skills.
 3. Possess strong interpersonal, judgment, and problem-solving skills.
 4. Possess a strong customer service orientation.
 5. Ability to use computer system/IT applications to support callers, capture needed data, and make referrals, as appropriate.
 6. Ability to manage emergency situations for vehicle drivers and act as a liaison between the drivers and emergency services.
 7. Ability to work a varied schedule, including holidays and weekends during all types of weather.
 8. Ability to manage and improve daily service by reviewing route performance and other daily tasks.



SECTION 3. GENERAL PROVISIONS

3.1 Cultural Competency

The Grantee(s) shall ensure that services and assessments delivered through engagements and interactions are culturally competent and culturally sensitive to the needs of the target population. The Grantee(s) shall:

- 1) Ensure the ability of appropriately trained and qualified staff, service partners and providers to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so that the Grantee can respond to the individual needs of each client. The Grantee shall also have a comprehensive listing of resources and/or language lines to ensure that non-English speaking clients can be linked to appropriate services;
- 2) Use ongoing planning and stakeholder consultation to evaluate the cultural competence of service delivery and use feedback to improve processes and service designs;
- 3) Provide cultural competence training and awareness to staff, service partners and providers and ensure that program design, policies and services effectively meet the diverse needs of the target population.

In applying for this Grant, prospective Grantee(s) shall demonstrate their understanding of the nature/needs of the target population by identifying the expertise of their staff and subcontractors, including any language skills, clinical skills, and other relevant competencies.

3.2 Grant Management and Administration

Grantees under this RFA shall:

- 1) Participate freely with the Grant Administrator, providing information as requested.
- 2) Develop a Quality Assurance Plan designed to monitor and evaluate activities of staff performing services under this RFA, including staff working as part of a team to provide services that are related to a client's service plan.
- 3) Provide data monthly to DHS/FSA in accordance with the reporting requirements included in this RFA and subsequent Grant Agreement, if awarded.
- 4) Provide data in accordance with the reporting requirements detailed in Section 3.4 in a manner conducive to detailed independent verification. All reporting requirements shall be carried out in accordance with the DHS/FSA's policies and procedures and report templates, including any subsequent amendments. The Grantee(s) shall comply with relevant privacy and confidentiality standards, HIPAA, and any electronic formatting specifications.
- 5) Prepare documentation and participate in an Annual Performance Evaluation and Audit.
- 6) Attend meetings to obtain updates from DHS, participate in continuous improvement discussions, and provide or explain additional information regarding reports submitted. The Grantee(s) shall be required to send appropriate management staff to attend such meetings as required by DHS/FSA.
- 7) Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Grantee(s) must translate its program information into the languages of the target populations that it serves or, at a



minimum, into the four of the six languages required by the Language Access Act. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese.

- 8) Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Administrator, as needed or upon request.
- 9) In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code § 2-1401.01, et seq.), the Grantee(s) shall ensure the delivery of services are free from discrimination on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intra-family offense, and place of residence or business. In addition, Grantee(s) shall ensure the delivery of services is free from workplace sexual harassment of clients and staff. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions

3.3 Confidentiality of Records

The applicant must demonstrate an ability to maintain the confidentiality of participant information and to report the information specified below to the DHS/FSA. Specifically, the applicant must agree to and abide by the following conditions:

- A. The Grantee(s) awarded contracts through this RFA must keep information concerning clients strictly confidential, and the information shall not be divulged to unauthorized persons. The Grantee(s) must demonstrate an ability to maintain the confidentiality of client information, and Grantee(s) must adhere to all Federal and local laws related to confidentiality. Client information must be shared with DHS upon the request of DHS staff.
- B. The Grantee(s) must ensure that all staff with access to confidential or sensitive information is aware of and trained on the relevant provisions of local and Federal laws and regulations regarding client information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.
- C. The Provider(s) must establish clear policies and procedures to ensure and make clients aware of their right to privacy and confidentiality in case management service delivery and information dissemination. The Provider(s) must post a notice at its offices that the policies are available and make a copy available upon request by any client. The Provider(s) must allow any individual who provided protected personal information the right to inspect and receive a copy of the personal information collected about him/her.
- D. Participant records shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. Participant records may not be divulged to unauthorized persons.
- E. No person receiving information concerning a participant shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- F. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with participants.
- G. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- H. Applicants shall submit a signed confidentiality statement, provided by DHS/FSA, for each current staff person or volunteer who will be working on the Program prior to the execution of services.

This RFA requires that all records and information concerning: victims and potential victims of domestic violence; presence of a communicable disease or non-communicable disease such as HIV/AIDS; mental illness or treatment for mental illness; and substance or alcohol abuse, is to be held strictly confidential



and shall not be divulged to unauthorized persons, in accordance with 42 U.S. Code § 290dd-2, 42 C.F.R. § 2.11-2.12, The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005(D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws. The Grantee must demonstrate an ability to maintain the confidentiality of clients' information and to report the information specified below to DHS/FSA. Specifically, the Grantee must agree to and abide by the following conditions:

- A. Any client information shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. If client records are maintained, they may not be divulged to unauthorized persons.
- B. No person receiving information concerning a victim of domestic violence shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- C. The Grantee(s) shall submit with the application a signed confidentiality statement, found in Attachment H, for each current staff person who will be working under this RFA. Each volunteer must also sign a confidentiality agreement prior to participation in a grant program covered by this RFA.

3.4 Data Collection & Reporting Requirements

A. Data Collection

The Grantee(s) shall collect and report client demographic information, service connection and utilization, and outcomes in HMIS, or other system specified by DHS, in accordance with federal and local universal and program-specific data standards, as outlined in training provided The Community Partnership for the Prevention of Homelessness (TCP), the District's HMIS Administrator. DHS shall facilitate access to training for grantee staff. Data collected must be entered into HMIS within no more than forty-eight (48) hours of services performed. DHS shall work with TCP to pull and analyze performance data for Grantees, though it is anticipated that Grantee Program Managers and staff shall also regularly analyze HMIS data to support decision making and continuous improvement efforts.

B. Monthly Reporting

The Grantee(s) are expected to submit a Monthly Services Report to the Grant Administrator by the 10th day of each month (reflecting activities for the previous month), using a template to be provided by the DHS Grant Administrator. DHS shall work with the Grantee upon grant award to determine what metrics will be pulled and reported and what data must be provided by the Grantee as part of their monthly report. See information in Section 2.3 for examples of items the Grantee will be expected to report.

In addition to the monthly reports, additional reports (e.g., client specific reports, Grantee/subgrantee performance report) must be provided upon request.

C. Closeout Report

The Grantee shall submit to DHS a final report no later than 30 days after expiration of the Grant Agreement. The final report shall summarize all data collection, data analysis, findings, and recommendations. DHS shall provide a template for this report.

D. Unusual Incident Reporting

The Provider shall report unusual incidents through the DHS unusual incident database, available online at <https://dhs.dc.gov/page/unusual-incidents>, immediately, or as soon as safely possible after the



occurrence of the incident, but no later than twenty four (24) hours after its occurrence, to the Office of Program Review, Monitoring and Investigation (OPRMI) and any other appropriate DHS- designated offices (to be provided within thirty (30) days of award). The requirement for the Provider to submit an unusual incident to DHS no later than twenty four (24) hours after the incident occurs includes all unusual incidents, even when the incident occurs on a holiday or a day the District government is closed for operation. Specific reporting protocol shall be provided to Grantees upon grant award.

3.5 Payment Provisions

The District shall make payments on approved invoiced amounts in accordance with the terms of the Grant Agreement which results from the RFA. All payment requests shall be accompanied by a copy of the report covering the period for which reimbursement is being requested. Payment requests shall be based on invoices with supporting source documentation, as may be required by DHS.

DHS will not reimburse the Grantee for any work undertaken before DHS notifies the recipient of the final award of the grant.

If the prospective Grantee(s) seeks an advance payment, it must request such payment in its proposal and explain why an advance payment is being requested. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under this RFA, the availability, amount and frequency thereof as detailed in the Grant Agreement. Grantee(s) may reasonably expect to receive an initial advance payment of up to 25% of the funded amount upon having an executed Grant Agreement.

For the remaining funding, DHS will reimburse the Grantee only for expenditures incurred to perform work under the Grant Agreement. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under the grant agreement, the availability, amount, and frequency thereof will be detailed in the grant agreement.

The Grantee shall return to DHS any funds relating to the Grant paid to the Grantee in excess of the Eligible Costs of services and/or Budget provided under this Agreement (including advance payments as described in the Grant Agreement within ten (10) business days of completion of the Grant or upon notification of DHS in writing. If the Grantee fails to return excess funds, DHS may deduct the appropriate amount from subsequent payments due to the Grantee. DHS also reserves the right to recover such funds by any other legal means necessary.

DHS operates on the District's fiscal year, which starts October 1 of a calendar year and ends September 30 of the next calendar year. The grantee may submit a reimbursement request or an invoice at any time during the fiscal year for work performed within that same fiscal year. Each request/invoice must include all required supporting documentation.

Reimbursements will be mailed to the address on file for the grantee. DHS may make electronic payments in lieu of mailing checks. DHS generally pays grant invoices 30 days after the Grantee submits them through the eInvoicing portal.

3.6 Certifications and Assurances

The Grantee(s) shall complete and return the Certifications [Attachment B] and Assurances [Attachment C] with the application submission.

Grantee(s) shall ensure their staff, partners/contractors, and volunteers providing services to individuals under this solicitation have valid background check clearances and health assurances. Background check clearances must be submitted to the DHS Grant Administrator for approval before staff may begin



providing services pursuant to this grant, and must be renewed every two years. Grantee(s) need to submit the following information for staff providing direct services:

- Federal and local and criminal background checks issued by the Metropolitan Police Department (MPD) and the Federal Bureau of Investigation (FBI). Background checks shall be conducted in all jurisdictions in which the individual has resided for the prior five (5) years.
- Tuberculosis tests with negative results. A licensed physician shall sign the medical clearance report.
- Drug test with negative results covering the following drug panel: marijuana, cocaine, opiates – opium and codeine derivatives, amphetamines, and methamphetamines; phencyclidine – PCP; synthetic drugs, and alcohol.
- DHS reserves the right to require proof of COVID vaccination for all staff onsite.

3.7 Insurance

The Grantee, when requested, must be able to show proof of all insurance coverage required by law. All Applicants that receive awards under this RFA must show proof of insurance prior to receiving funds.

It is DHS' expectation that the Grantee's budget covers the cost of this required insurance and will not later adjust the grant award for this amount.

- A. **GENERAL REQUIREMENTS.** The Grantee at its sole expense shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Grantee shall have its insurance broker or insurance company submit a Certificate of Insurance to the CO giving evidence of the required coverage prior to commencing performance under this contract. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the CO. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A- / VII or higher. Should the Grantee decide to engage a subGrantee for segments of the work under this contract and wish to propose different insurance requirements than outlined below, then, prior to commencement of work by the subcontractor, the Grantee shall submit in writing the name and brief description of work to be performed by the subGrantee on the Subcontractor Insurance Requirement Template provided by the CA, to the Office of Risk Management (ORM). ORM will determine the insurance requirements applicable to the subGrantee and promptly deliver such requirements in writing to the Grantee and the CA. The Grantee must provide proof of the subGrantee's required insurance prior to commencement of work by the subGrantee. If the Grantee decides to engage a subGrantee without requesting from ORM specific insurance requirements for the subGrantee, such subGrantee shall have the same insurance requirements as the Grantee.

General liability, commercial auto, workers' compensation and property insurance policies (if applicable to this agreement) shall contain a waiver of subrogation provision in favor of the Government of the District of Columbia.

The Government of the District of Columbia shall be included in all policies required hereunder to be maintained by the Grantee and its subGrantees (except for workers' compensation and professional liability insurance) as an additional insureds for claims against The Government of the District of Columbia relating to this contract, with the understanding that any affirmative obligation imposed upon the insured Grantee or its subGrantees (including without limitation the liability to pay premiums) shall



be the sole obligation of the Grantee or its subGrantees, and not the additional insured. The additional insured status under the Grantee's and its subGrantees' Commercial General Liability insurance policies shall be effected using the ISO Additional Insured Endorsement form CG 20 10 11 85 (or CG 20 10 07 04 and CG 20 37 07 04) or such other endorsement or combination of endorsements providing coverage at least as broad and approved by the CO in writing. All of the Grantee's and its subGrantees' liability policies (except for workers' compensation and professional liability insurance) shall be endorsed using ISO form CG 20 01 04 13 or its equivalent so as to indicate that such policies provide primary coverage (without any right of contribution by any other insurance, reinsurance or self-insurance, including any deductible or retention, maintained by an Additional Insured) for all claims against the additional insured arising out of the performance of this Statement of Work by the Grantee or its subGrantees, or anyone for whom the Grantee or its subGrantees may be liable. These policies shall include a separation of insureds clause applicable to the additional insured.

If the Grantee and/or its subGrantees maintain broader coverage and/or higher limits than the minimums shown below, the District requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Grantee and subGrantees.

B. INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance ("CGL") - The Grantee shall provide evidence satisfactory to the CO with respect to the services performed that it carries a CGL policy, written on an occurrence (not claims-made) basis, on Insurance Services Office, Inc. ("ISO") form CG 00 01 04 13 (or another occurrence-based form with coverage at least as broad and approved by the CO in writing), covering liability for all ongoing and completed operations of the Grantee, including ongoing and completed operations under all subcontracts, and covering claims for bodily injury, including without limitation sickness, disease or death of any persons, injury to or destruction of property, including loss of use resulting therefrom, personal and advertising injury, and including coverage for liability arising out of an Insured Contract (including the tort liability of another assumed in a contract) and acts of terrorism (whether caused by a foreign or domestic source). Such coverage shall have limits of liability of not less than \$1,000,000 each occurrence, a \$2,000,000 general aggregate (including a per location or per project aggregate limit endorsement, if applicable) limit, a \$1,000,000 personal and advertising injury limit, and a \$2,000,000 products-completed operations aggregate limit.
2. Automobile Liability Insurance - The Grantee shall provide evidence satisfactory to the CO of commercial (business) automobile liability insurance written on ISO form CA 00 01 10 13 (or another form with coverage at least as broad and approved by the CO in writing) including coverage for all owned, hired, borrowed and non-owned vehicles and equipment used by the Grantee, with minimum per accident limits equal to the greater of (i) the limits set forth in the Grantee's commercial automobile liability policy or (ii) \$1,000,000 per occurrence combined single limit for bodily injury and property damage.



3. Workers' Compensation Insurance - The Grantee shall provide evidence satisfactory to the CO of Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

Employer's Liability Insurance - The Grantee shall provide evidence satisfactory to the CO of employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

All insurance required by paragraphs 1,2 and 3 shall include a waiver of subrogation endorsement for the benefit of Government of the District of Columbia.

4. Cyber Liability Insurance - The Grantee shall provide evidence satisfactory to the Contracting Officer of Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Grantee in this agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. Limits may not be shared with other lines of coverage. A copy of the cyber liability policy must be submitted to the Office of Risk Management (ORM) for compliance review.
5. Sexual/Physical Abuse & Molestation - The Grantee shall provide evidence satisfactory to the Contracting Officer with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate of affirmative abuse and molestation liability coverage. Coverage should include physical abuse, such as sexual or other bodily harm and non-physical abuse, such as verbal, emotional or mental abuse; any actual, threatened or alleged act; errors, omission or misconduct. This insurance requirement will be considered met if the general liability insurance includes an affirmative sexual abuse and molestation endorsement for the required amounts. So called "silent" coverage or "shared" limits under a commercial general liability or professional liability policy will not be acceptable. Limits may not be shared with other lines of coverage. The applicable policy may need to be submitted to the Office of Risk Management (ORM) for compliance review.
6. Commercial Umbrella or Excess Liability - The Grantee shall provide evidence satisfactory to the CO of commercial umbrella or excess liability insurance with minimum limits equal to the greater of (i) the limits set forth in the Grantee's umbrella or excess liability policy or (ii) \$10,000,000 per occurrence and \$10,000,000 in the annual aggregate, following the form and in excess of all liability policies. **All** liability coverages must be scheduled under the umbrella



and/or excess policy. The insurance required under this paragraph shall be written in a form that annually reinstates all required limits. Coverage shall be primary to any insurance, self-insurance or reinsurance maintained by the District and the “other insurance” provision must be amended in accordance with this requirement and principles of vertical exhaustion.

C. PRIMARY AND NONCONTRIBUTORY INSURANCE

The insurance required herein shall be primary to and will not seek contribution from any other insurance, reinsurance or self-insurance including any deductible or retention, maintained by the Government of the District of Columbia.

- D. DURATION. The Grantee shall carry all required insurance until all contract work is accepted by the District of Columbia and shall carry listed coverages for ten years for construction projects following final acceptance of the work performed under this contract and two years for non-construction related contracts.
- E. LIABILITY. These are the required minimum insurance requirements established by the District of Columbia. However, the required minimum insurance requirements provided above will not in any way limit the Grantee’s liability under this contract.
- F. GRANTEE’S PROPERTY. Grantee and subGrantees are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the District of Columbia.
- G. Measure of Payment. The District shall not make any separate measure or payment for the cost of insurance and bonds. The Grantee shall include all of the costs of insurance and bonds in the contract price.
- H. NOTIFICATION. The Grantee shall ensure that all policies provide that the CO shall be given thirty (30) days prior written notice in the event of coverage and / or limit changes or if the policy is canceled prior to the expiration date shown on the certificate. The Grantee shall provide the CO with ten (10) days prior written notice in the event of non-payment of premium. The Grantee will also provide the CO with an updated Certificate of Insurance should its insurance coverages renew during the contract.
- I. CERTIFICATES OF INSURANCE. The Grantee shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Certificates of insurance must reference the corresponding contract number. Evidence of insurance shall be submitted to:



The Government of the District of Columbia

And mailed to the attention of:

Jennifer Miné/Department of Human Services

64 New York Avenue, 6th floor, Washington, DC 20002

202-808-5864

Jennifer.mine@dc.gov

The CO may request and the Grantee shall promptly deliver updated certificates of insurance, endorsements indicating the required coverages, and/or certified copies of the insurance policies. If the insurance initially obtained by the Grantee expires prior to completion of the contract, renewal certificates of insurance and additional insured and other endorsements shall be furnished to the CO prior to the date of expiration of all such initial insurance. For all coverage required to be maintained after completion, an additional certificate of insurance evidencing such coverage shall be submitted to the CO on an annual basis as the coverage is renewed (or replaced).

- J. disclosure of information. The Grantee agrees that the District may disclose the name and contact information of its insurers to any third party which presents a claim against the District for any damages or claims resulting from or arising out of work performed by the Grantee, its agents, employees, servants or subGrantees in the performance of this contract.

- K. CARRIER RATINGS. All Grantee's and its subGrantees' insurance required in connection with this contract shall be written by insurance companies with an A.M. Best Insurance Guide rating of at least A- VII (or the equivalent by any other rating agency) and licensed in the District.

3.8 Audits and Accounting

The Grantee shall maintain an accounting system that:

- A. Conforms to generally accepted accounting principles;
- B. Permits an audit of all income received and expenditures disbursed by the Grantee during performance of the activities approved for the Grant; and
- C. Allows for the identification and review of documents supporting an accounting entry.

The Grantee shall assist, and shall require that its contractors, subcontractors, and subgrantees assist, in the inspection and provision of financial records relevant to the Grant, including financial statements and tax returns.

At any time before final payment on this Grant, or the end of the District fiscal year in which the Grant ends, whichever is later, and for three (3) years thereafter, the District shall have the right to audit the Grantee, its contractors, subcontractors, or subgrantees.



If a federal agency undertakes an audit of the Grantee in connection with the Grant, the Grantee shall make available to DHS all information that the audit requires, including information from its contractors, subcontractors, subgrantees, and, as practicable, vendors.

The Grantee shall, upon DHS request, repay to DHS a reimbursed expenditure that DHS has disallowed after an audit.

3.9 Non-discrimination in the Delivery of Services

In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability source of income, status as a victim of an intra-family offense, and place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions.

In accordance with the DC Language Access Act of 2004 (D.C. Law 15-167; D.C. Official Code §§ 2-1931, et seq.), District government programs, departments, and services must assess the need for, and offer, oral language services and provide written translation of vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered.

3.10 Conflicts of Interest

Grantee(s) must avoid apparent and actual conflicts of interest when administering grants. A conflict of interest may arise when, among other things, the Grantee(s) or a person participating in an administrative decision regarding a project is likely to profit or otherwise receive undue benefit from the decision or his or her immediate family member is likely to profit or otherwise receive undue benefit from the decision.

3.11 Staff Training

Grantees must ensure that staff attend all Department-required training sessions. Upon grant execution, the Department will provide Grantees with a list of training courses relevant for each position, though the Grantee should anticipate that additional courses/modules will be added throughout the year. Department-sponsored training will generally focus on topics related to District homeless services system protocol and Department administrative requirements – including, for example, Homeless Services Reform Act (HSRA) requirements, Homeless Management Information System (HMIS) requirements, Unusual Incident Reporting, DHS administrative and invoicing requirements, etc.

Grantees shall be responsible for ensuring staff have the appropriate substantive knowledge to perform their duties. Any individual in a client-facing position without a degree in social work or prior training in the areas below must have documented minimum training within six (6) months of being employed by the Grantee. The Grantee shall submit a Training Strategy to the Department in association with their Staffing Plan, as discussed under Section B.11.1 above.

- Trauma Informed Care
- Motivational Interviewing & Other Engagement Techniques
- Cultural Competency & Diversity
- De-escalation and Conflict Resolution Techniques
- Youth Development including Positive Youth Development, Adolescent Development, and Youth Engagement
- CPR, Administering Narcan, and other First AID Techniques



- Unusual Incident Reporting

3.12 Records and Recordkeeping

Grantee(s) shall keep accurate records of the program and the ongoing progress of the program activities. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes.

Grantee(s) shall keep accurate and secure case records for assigned clients in HMIS³, including, but not limited to:

- Eligibility/Referral documents;
- Intake information, including household demographic information;
- Service Referrals to other agencies and/or resources (document follow-up, feedback, and recommendations by other agencies);
- Discharge, Transfer or Termination Summaries.

Grantee(s) are expected to keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services provided under the prospective Grant Agreement. To ensure confidentiality and security, the Grantee(s) shall keep records in a locked file controlled by appropriate staff and available to the Grant Administrator upon request. The Grantee(s) shall retain records for at least three (3) years following the final close-out of the grant.

3.13 Client Grievances & Feedback

The Grantee(s) shall establish a process for clients to file grievances within thirty (30) days of the award and shall ensure the number is posted prominently in common areas. The Grantee(s) shall monitor, maintain a log, and follow-up on grievances received within 72 hours.

The Grantee(s) shall include a procedure for soliciting client feedback for the purpose of continuous programmatic improvement. The procedures for soliciting client feedback platforms may include, but are not limited to, town hall meetings attended by program supervisors/senior management, a locked comment box only accessible by program supervisors/senior management, or a periodic customer service survey (survey administration shall ensure that clients are provided the opportunity to respond based on their length of stay). Clients shall have the right to provide feedback directly or anonymously without retaliation from staff.

The Grantee shall provide a summary of client grievances received and recommended resolutions in the Annual Customer Service Improvement report.

3.14 Grant Termination

The Grant, and the offer of the Grant, shall be subject to DHS' termination:

- A. At any time, in whole or in part, for the convenience of the Government should DHS determine that such termination is in the best interest of the public or the Government;

³ Subject to regulations and restrictions contained in 42 U.S. Code § 290dd-2, 42 C.F.R. § 2.11-2.12, The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005(D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws.



- B. Immediately for:
 - 1) Lack of funding;
 - 2) Failure of the Grantee to follow District or applicable federal law, including statutes, rules, and regulations;
 - 3) Failure of the Grantee to carry out DHS' ordered grant remediation plan;
 - 4) An ethics violation involving the grant, pursuant to the ethical standards in the most recent version of the District Ethics Manual, published by the District's Board of Ethics and Government Accountability (bega.dc.gov), as of the date that the GAN was sent;
 - 5) Cessation of insurance coverage without replacement of similar coverage; or
 - 6) Fraud, waste, or abuse.
- C. After the Grantee has acknowledged or otherwise signified receipt of the Grant, fourteen (14) calendar days after the Grantee receives from DHS written notice of termination due to:
 - 1) *Force majeure*, as defined and described below; or
 - 2) Cause, as defined and described below.

Termination for *force majeure* or cause

- A. For *force majeure* DHS may terminate the grant and the Grantee may seek certain reimbursement, as described in this section.
- B. For cause DHS may terminate the grant, but the Grantee may not receive the reimbursement allowed for termination on the basis of *force majeure*.
- C. Cause and *force majeure* defined:
 - 1) Cause is a basis for DHS' termination of the grant, when DHS determines that the Grantee has:
 - a) Failed to achieve the intended outputs within the time frame that has been approved;
 - b) Performed incompetently, recklessly, or unlawfully.
 - 2) *Force majeure* is a condition or occurrence which provides a valid excuse to failure to perform within the time frame of the grant, an unexpected and disruptive event which DHS determines could not have reasonably been anticipated or controlled, and includes:
 - a) Timely applying for a government permit or approval but not timely receiving same from the government agency;
 - b) A change in applicable law;
 - c) An unforeseen weather event;
 - d) Organized labor strike or slowdown; and
 - e) Refusal of a necessary third party to approve, agree, or participate, following the Grantee's reasonable attempts to secure same.
- D. The Grantee may not invoke *force majeure* as an excuse for poor planning, failure to accommodate foreseeable delays by suppliers, or the Grantee's failure to manage its own resources.
- E. For *force majeure*, the Grantee may seek reimbursement for otherwise-reimbursable expenditures incurred up to the date of termination, as well as reasonable costs incurred for demobilization.

DHS/FSA may exercise an option to renew the grant for up to four additional years if services are satisfactory, it is determined that it is in the best interests of the District of Columbia to extend the grant, and funds are available.



Should a Grantee intend to discontinue the provision of services prior to the conclusion of the grant period, the Grantee must notify the DHS/FSA in a written statement at least sixty days prior to the abatement of services.

3.15 Rights to Data

All data produced in the performance of this grant shall be the sole property of the District of Columbia. The Grantee shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

3.16 Compliance with Tax Obligations

Prior to execution of a grant agreement an applicant must be in compliance with tax requirements in the District or other eligible jurisdiction and with federal tax laws and regulations. Non-profit organizations must register annually to meet tax exemption requirements and must provide a Certificate of Good Standing prior to execution of the grant agreement.

3.17 Award Process

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering the Homeless Hotline Operations and Transportation Services. Applications that meet all eligibility and application requirements will be evaluated, scored, and rated by a DHS/FSA designated review panel.

The final decision to fund applicants rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other relevant information, DHS/FSA shall decide which applicant(s) to fund.

3.18 Continuity of Operations Plan

The Grantee shall submit a Continuity of Operations (COOP) plan annually or upon request to DHS for approval. The Grantee shall ensure the COOP plan is updated annually or as needed to account for operational or staffing changes. All updates or changes to the COOP plan shall be submitted the Grant Administrator for approval.

The COOP plan shall have established policies and guidance to ensure essential functions of the program continued in the event of man-made, natural, or technological emergency disruption or the threat of disruption to normal operations.

The COOP plan shall detail at a minimum: organizational chart; staffing plan listing essential staff, including their contact information and backup contact information; sub-contractors; necessary supplies; identify and rank critical mission function; identify chains or delegation of authority and how decisions will be made; list external resources necessary to accomplish the above critical functions; list necessary supplies to shelter in place for five (5) days for staff and clients; identify back-up locations or plans for serving clients 39 if location is closed; identify critical records, hard and electronic copies, such as: payroll, insurance, legal, personnel files, lease agreements, accounts payable, identify computer inventory, software, and technology needs to accomplish, alternate facilities (if applicable), logistical support services, infrastructure systems with contact information, e.g.: water, electrical power, heating, and air conditioning to ensure the continued operations of services contracted.



SECTION 4. APPLICATION FORMAT

4.1 Description of Application Sections

The purpose and content of each section is described below. Applicants should include all information needed to adequately describe their objectives and plans for services. It is important that applications reflect continuity among the goals and objectives, program design, work plan of activities, and that the budget demonstrates the level of effort required for the proposed services. Excluding attachments and appendices, the Application **must not exceed 20 pages**.

4.2 Applicant Profile

Each application must include an Applicant Profile, which identifies the applicant, type of organization, project service area and the amount of grant funds requested. If Applicant has teaming partners, their information should be included in the Applicant Profile as well. *See Attachment A.*

4.3 Table of Contents

The Table of Contents should list major sections of the application with quick reference page indexing.

4.4 Executive Summary

This section of the application should be brief and serve as the overview of the application. The application summary should highlight the major aspects of the applicant's proposal that are discussed in depth in other sections of the application.

4.5 Project Narrative/Proposed Approach

This section of the application should contain the narrative that describes the Applicant's proposed approach to delivering the scope of services under the RFA. The project narrative should include:

- An overview of the specific service(s) to be provided and the proposed approach to delivering those services, including:
 - Whether the organization will be using its own fleet of vehicles or DHS-owned/leased vehicles, with rationale for the approach.
 - If using its own fleet of vehicles, details on how vehicles are procured, age of vehicles, maintenance schedule, and insurance.
 - The type of call center phone system the applicant proposes using, and why (the benefits/features of that system).
 - Approach to capturing data on services provided, and using that data to inform changes to service delivery techniques, staffing patterns, etc.
 - Approach to staff onboarding, training, and monitoring/performance evaluation.
 - Approach to developing customer service standards and monitoring/measuring customer satisfaction.
- Detailed work plan of activities that will meet program objectives.

DHS suggests organizing the program narrative into separate sections covering 1) Hotline Operations and 2) Transportation/Outreach Support.

4.6 Prior Experience/Past Performance

This section should highlight the Applicant's experience with 1) managing a call center/hotline operations, 2) providing transportation services, and 3) working with the target population. Please provide minimally three current or past project examples, including the name of the client, the scope of the work performed, and contact information for a reference. For each project, applicants should describe the outcomes achieved, including whether they were on-time and within budget meeting key deliverables and project milestones.



4.7 Key Personnel/Staffing Plan

This section should outline the Applicant’s staffing plan, including an overall org chart for the project. Applicants should identify key personnel that will be involved in the project, including the role of each (resumes for key personnel should be attached). Applicants should also identify the number and type of positions they anticipate needing to hire if awarded the grant, and a timetable for doing so. DHS highly encourages the hiring of persons with lived experience to support execution of the services under this grant.

4.8 Program Budget and Budget Narrative

A standard budget form is provided in Attachment G. The budget for this application shall contain detailed, itemized cost information that shows personnel and other direct costs. The detailed budget narrative shall contain a justification for each category listed in the budget. The narrative should clearly state the assumptions used to arrive at the budget figures.

- Personnel:** Show proposed salaries and wages for all project staff.
Include proposed benefits comparable to those paid to the other members of the Applicant’s staff. These fringe benefits are applied to direct salaries charged to projects either through a fringe benefit rate or as part of an overhead/indirect cost rate. Fringe benefits should not be included as a direct cost in the "Personnel" category of the budget form of the grant application.
- Fringe Benefits:** List proposed supplies, including supplies needed by staff to fulfill their duties, as well as safety items distributed to clients. These items should be broken down into subcategories.
- Supplies:** Show rental or leasing of space for the project. Rents proposed must be comparable to prevailing rates in the surrounding geographic area. Include maintenance, insurance, utilities, Wi-Fi, telephone, and other facility-related expenses.
- Facilities & Utilities:** Propose full-day and half-day vehicle rate schedule for transportation services component of RFA. For each type of vehicle, the rate should include the cost of the vehicle, fuel, maintenance, insurance, and driver. Because the cost of the driver is included in the daily rate, the cost of drivers *should not* be included in the personnel line item.
- Vehicle Rate Schedule:**
- Call Center System:** Applicants should separate the estimated cost of their call center system (initial design/set-up costs and ongoing subscription costs) from their facility expenses.
- Indirect:** Show calculation and indirect overhead rate.

4.9 Certifications and Assurances

Applicants shall provide the information requested in Attachments B and C and return them with the application. If an applicant is not incorporated, a representative from the incorporated, collaborating organization must sign the Certifications and Assurances.



4.10 Appendices (Not included in page limit)

This section shall be used to provide technical material, supporting documentation and endorsements.

Such items may include:

- Indication of organization status.
- Organizational budget (as opposed to project budget).
- Roster of the Board of Directors.
- Proposed organizational chart for the project.
- Staff resumes.
- Memoranda of Agreement from any entity teaming with the Prime to fulfill requirements under this grant award
- Planned job descriptions.
- Letters of support or endorsements.
- IRS letter of non-profit corporation status, if applicable; or
- Form 990, Return of Organization Exempt from Income Tax, if applicable.
- Audited financial statement.
- Signed letter stating that the applicant will market the entity as a DHS/FSA Project and not the parent agency by using the approved logo, tagline, graphic design, and other identifiers approved by DHS/FSA for the Project.
- District of Columbia Business License; and
- Certificate of Good Standing.
- IRS letter of non-profit corporation status, as applicable; or
- Audited financial statement;
- Certificate of Good Standing; and/or
- District of Columbia Business License



SECTION 5. REVIEW AND SCORING OF APPLICATIONS

5.1 Review Panel

This is a competitive grant. The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in homelessness, human services delivery, call center operations, transportation, and budgeting and procurement. The review panel will review, score, and rank applicant proposals for each component. Upon completion of its review, the panel shall make recommendations for awards based on the scoring process. DHS/FSA shall make the final funding determinations.

Review panels vary in size, but typically are made up of three to five people. At least two members of the review panel will be from DHS staff. Whenever feasible, each panel may include at least one person from outside of DHS, including a person with lived experience or other relevant content expert.

5.2 Evaluation Factors

The factors for rating and ranking applications and the point allocation for each factor are provided below. The points allocated to each factor will provide a scoring system to be used in making a recommendation for an award. A total maximum of 100 points is possible. Only applicants who score at least 80 points will be in the competitive range for contract awards.



The review panel reserves the right to schedule interviews or send follow up questions to applicants to seek clarifying information. Negotiations with qualified applicants with respect to proposed approach or cost may precede contract award decisions.

Evaluation Criteria	Maximum Points
<p>Project Narrative/Proposed Approach</p> <ul style="list-style-type: none"> • The Applicant demonstrates a thorough understanding of the services required under the RFA, the role of these services in the District’s larger homeless services system transformation efforts, and the target population to be served. • The Applicant proposes a thoughtful, strategic approach to delivery of services under this RFA that provides DHS will significant value added (including, but not limited to, vehicle fleet management, call center system selection, etc.). • The Applicant demonstrates the importance of exceptional customer service and provides clear, concrete strategies for monitoring/assessing/improving the customer experience. 	30
<p>Prior Experience/Past Performance</p> <ul style="list-style-type: none"> • The applicant provides three or more relevant project examples/references demonstrating strong experience in all relevant domains. 	20
<p>Key Personnel/Staffing Plan</p> <ul style="list-style-type: none"> • The Applicant demonstrates a thorough understanding of the staffing structure needed to deliver services under this RFA. • The Applicant has qualified managerial/leadership staff ready to step into key roles on this project. • The Applicant has an aggressive but achievable plan to hire staff needed to fill key positions by project launch. • The Applicant demonstrates a commitment to hiring persons with lived experience of homelessness. 	25
<p>Proposed Budget</p> <ul style="list-style-type: none"> • The Applicant provides a clear, realistic, adequate budget to deliver the scope of services under this RFA. • The Applicant explains key assumptions used to develop their budget proposals. 	25
Total Points	100

5.3 Decision on Awards

The recommendations of the review panel are advisory only and are not binding on the Department of Human Services. The final decision on awards rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other information considered relevant, DHS/FSA shall decide which applicants to award funds and the amounts to be funded.



DC

DEPARTMENT *of*
HUMAN SERVICES

SECTION 6. APPLICATION SUBMISSION REQUIREMENTS

6.1 Submission Date and Time

In order to be considered for funding, applications must be received no later than 5:00pm EST on May 30, 2022. All applications will be recorded upon receipt. Applications received after 5:00pm EST on May 30, 2022 will not be considered for funding. Supplements, deletions, or changes to the application will not be accepted after submission.

6.2 Location to Submit Application

Applications must be received electronically at or before the deadline date and time at the following locations:

Contact Person: Jennifer Miné
Jennifer.Mine@dc.gov

LATE APPLICATIONS WILL NOT BE ACCEPTED



SECTION 7. LIST OF ATTACHMENTS

- Attachment A Applicant Profile**
- Attachment B Certifications**
- Attachment C Assurances**
- Attachment D Work Plan**
- Attachment E Staffing Plan**
- Attachment F Budget (separate attachment)**
- Attachment G Definitions**
- Attachment H Confidentiality Statement**



Attachment A – Applicant Profile

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22**

Applicant Name: _____

Contact Person: _____

Office Address: _____

Ward(s): _____

Phone Number: _____

Fax Number: _____

Federal ID Number: _____

DUNS Number: _____

Program Descriptions: _____

Budget (Total funds requested): _____



Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Financial Officer



Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review the instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 28 C.F.R. Part 69, "New Restrictions on Lobbying" and "Government-wide Debarment and Suspension (Non-procurement) and 28 C.F.R. §83.670, "Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

1. Lobbying

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 C.F.R. Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 C.F.R. Part 69, the applicant certifies that:

- (a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
(b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure of Lobbying Activities," in accordance with its instructions;
(c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

2. Debarment, Suspension, and Other Responsibility Matters

As required by Executive Order 12549, Debarment and Suspension, and implemented at 28 C.F.R. Part 83, for prospective participants in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective participants in primary covered transactions:

A. The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;



- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c.) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default; and
- B. Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.
1. Drug-Free Workplace (Grantees Other Than Individuals)
- As required by the Drug Free Workplace Act of 1988, as amended (Pub. L. No. 100-690; 28 C.F.R. Part 83):
- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about—
- (1) The dangers of drug abuse in the workplace;
 - (2) The applicant's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
- (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: Office of Risk Management, 441 4th Street, NW, 800 South, Washington, DC 20001. Notice shall include the identification number(s) of each effected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—



- (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (3) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (1), (c), (d), (e), and (f).

B. The applicant may insert in the space provided below the sites) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Drug-Free Workplace (Grantees who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 C.F.R. Part 67, subpart F, for grantees as defined at 28 C.F.R. Part 83:

- A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and
- B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to:

DC Department of Human Services, Office of Grants Management, 64 New York Avenue, NE, Washington, DC 20002

As the duly authorized representative of the applications, I hereby certify that the applicant will comply with the above certifications.

1. Grantee Name and Address

2. Application Number and/or Project Name

3. Federal Tax Identification No.

4. Typed Name and Title of Authorized Representative

5. Signature

6. Date

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22**

The applicant hereby assures and certifies compliance with all Federal statutes, regulations, policies, guidelines, and requirements, including OMB Circulars No. A-21,

A-110, A-122, A-128, A-87; E.O. 12372 and Uniform Administrative Requirements for Grants and Cooperative Agreements, 28 C.F.R. Part 66, Common Rule, that governs the application, acceptance and use of Federal funds for this federally-assisted project.

Also, the Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion, or similar action has been duly adopted or passed as an official act of The applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of The applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 as amended (Pub. L. No. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and federally-assisted programs.
3. It will comply with provisions of Federal law which limit certain political activities of employees of a State or local unit of government whose principal employment is in connection with an activity financed in whole or in part by Federal grants. (5 U.S.C. §§ 1501, *et seq.*).
4. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
5. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
6. It will give the sponsoring agency of the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
7. It will comply with all requirements imposed by the Federal-sponsoring agency concerning special requirements of Law, program requirements, and other administrative requirements.
8. It will ensure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Federal grantor agency of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.



9. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, as amended (Pub. L. No. 93-234; 87 Stat. 975). Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
10. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 U.S.C. § 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 U.S.C. § 569a-1, *et seq.*) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 C.F.R. Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
11. It will comply with the provisions of 28 C.F.R. applicable to grants and cooperative agreements including Part 18. Part 22, Confidentiality of Identifiable Research and Statistical Information; Part 42, Nondiscrimination/Equal Employment Opportunity Policies and Procedures; Part 61, Procedures for Implementing the National Environmental Policy Act; Part 63, Floodplain Management and Wetland Protection Procedures; and Federal laws or regulations applicable to Federal Assistance Programs.
12. It will comply, and all its contractors will comply, with; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IIX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.
13. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, U.S. Department of Justice.
14. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.
15. It will comply with the provisions of the Coastal Barrier Resources Act (Pub. L. No. 97-348; 16 U.S.C. §§3501, *et seq.*) which prohibits the expenditure of most new Federal funds within the units of the Coastal Barrier Resources System.

Signature & Title

Date

Attachment D – Work Plan

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22**

Note: Begin proposed work plan at award date

The proposed work plan must detail measurable project objectives by fiscal quarter and month for the first period of performance of the Agreement. These objectives should further be defined by key activities, milestones, and project deadlines. An example work plan for one objective is included below. Grantee(s) may use their own format.

Agency:								Submission Date:				
Component:								Project Manager:				
Budget:								Telephone #:				
Measurable Objectives	First Quarter			Second Quarter			Third Quarter			Fourth Quarter		
Objective 1:	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Activities:												
1.												
2.												
3.												
Milestones:												
1.												
2.												



Attachment E – Staffing Plan

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22**

Note: As described in Section 2.5, the Grantee is expected to make every effort possible to be fully staffed within 60 days of grant award. However, understanding that the timeline is aggressive and hiring can be challenging, Grantees should indicate priority positions in their draft Staffing Plan (whether existing staff or new hires) that will be in place prior to program launch in August 2022.

Position title	Total number needed	Number filled/ number vacant	Names of existing staff (attach resumes to Proposal)	Percent time allocated to the program	Average annual salary	Anticipated shift(s)	Assumptions used to determine number needed	Summary of role and min. qualifications (only for new positions, not detailed in Section 2.5)

Director's Signature



**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)
HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22**

See Attachment F Excel Spreadsheet file.

Attachment G – Definitions

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22**

Accessibility: The ability of a person (assisted or unassisted) to access products, services, devices, and environments, in order to derive the benefits of those products, services, devices, and environments for themselves, if eligible.

Acuity: The depth of need of the presenting program participant. When utilizing the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool), acuity indicates the presence of a presenting issue based upon evidence of housing instability or vulnerability. In using the VI-SPDAT, acuity is expressed as a number with a higher number representing more complex, co-occurring issues that are likely to impact overall housing stability. For RRH, most single adult households will have an acuity range of 4-7 on the VI-SPDAT (Version 2) or 5-9 (Version 1).

Adequate nighttime residence: A housing accommodation that is not likely to jeopardize the health, safety, or welfare of its occupants.

Administrative Review: A legal process to determine a resolution as a result of a fair hearing request.

Administrative Support: Includes three direct services for participants participating in a program: (1) invoice documentation; (2) invoice tracking; and, (3) data entry into required database system(s). These tasks are intended to directly support the providers' efforts to meet the deliverable requirements of the program. Administrative Support is a direct service and does not include general administrative overhead like rent, insurance, or any other indirect services. In addition, Administrative Support does not include services paid for elsewhere in the human care agreement.

Adult: Any individual who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

Affordable Housing: As defined in Homeward DC, affordable housing is housing for which the occupant(s) is/are paying no more than 30 percent of their income for gross housing costs, including utilities. Households that pay more than 30 percent of their income for housing may have difficulty affording necessities such as food, clothing, transportation, and medical care and are considered cost burdened by HUD Households that pay more than 50 percent of their income for housing are considered severely cost burdened.

Appropriate Housing: Housing units that meet the individually stated requests for a participant searching for units in the District of Columbia following clear discussions with the individual of the parameters of their requests. Individual requests may include, but are not limited to, a specific area or quadrant of the city, a specific ward within the District, units with specific amenities, or



units with specific requirements (ADA accessible units). Also, housing should not threaten or compromise the attainment and satisfaction of other basic needs including food, education, and access to health care. In addition, all appropriate units would meet the HUD. Housing Habitability Standards.

Benefit Screening: A process used by a Case Manager or other designated staff member to assist clients in identifying federal and local benefits that they may be eligible for but are currently not receiving, using tools such as the United State Government’s *Benefit Finder Questionnaire* at <https://www.benefits.gov/>.

By-Name List: A real-time, up-to-date list of all people experiencing homelessness that includes categories such as Veteran status, chronic status, active/inactive status, homeless/housed status, etc. By-Name Lists allow communities to know every person experiencing homelessness “by name” and facilitate efficient decisions around how best to refer individuals experiencing homelessness to housing resources.

Caseload: The number of active program participants working on a permanent housing strategy assigned to a Case Manager.

Case Manager: A service professional that engages individuals and provides assistance in developing goals; identifying strengths, opportunities, needs, and barriers; outlining action steps; and connecting individuals with the resources, assistance, and encouragement needed to achieve identified goals.

Coordinated Assessment Housing Placement (CAHP) System (also referred to as Coordinated Entry): Process that streamlines access to homeless assistance services (such as prevention, shelter, and transitional housing), screens applicants for eligibility for these and other programs in a consistent and well-coordinated approach, and assesses needs to determine which interventions are the best fit. In a system that offers coordinated entry, each homeless assistance service location uses the same assessment tool and makes decisions about referrals based on consistent criteria and a comprehensive understanding of each program’s requirements, target populations, and available openings and services.

Culturally Competent: Under the HSRA, refers to the ability of a provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each client.

Day Program: Defined by the HSRA to mean a facility that provides open access to structured activities during set hours of the day to meet the supportive services needs of individuals and families who are homeless or at imminent risk of becoming homeless. May also be referred to as “Drop-In” Center.

Day Services: Day Services includes a continuum of services delivered during Daytime Hours which are intended to meaningfully engage individuals experiencing homelessness. Such services include, but are not limited to: creating a positive, dignified, safe, and protective environment for each individual and his/her personal belongings; providing a coordinated entry into the homeless services continuum; connecting people to housing, employment, and other supportive services; providing healthy meals and reliable hygiene services; and, ensuring access to peer-led,



professionally-supported, therapeutic programming.

Department: The District of Columbia Department of Human Services or any successor organizational unit (in whole or in part).

Diversion: An intervention designed to empower persons facing imminent homelessness to identify safe and appropriate housing options and assist them in avoiding shelter and returning immediately to housing. Similar to Rapid Exit, though Diversion is delivered at the point people request emergency services, such as entry into emergency shelter.

Drop-In Center: As defined by the HSRA, means a facility that delivers supportive services that may include food, clothing, showers, medical services, and employment services. May also be referred to as a Day Program or Day Services Center.

Emergency: Emergency is defined as a situation in which an individual literally has no safe place to stay for the night or for the foreseeable future. This includes but, is not limited to, flood, utility outage, and fire.

Engagement: A relationship- and trust-building process through which clients become actively interested and involved in their pursuit of permanent housing.

Grantee: As used in this solicitation, the Provider awarded a grant for delivery of services under this competition.

Harm Reduction : A set of strategies that reduce negative consequences of substance use another risk behaviors and that incorporate a spectrum of strategies from safer use, to managed use, to abstinence. Examples of harm reduction programs include, but are not limited to, needle exchange programs, safer sex programs, and safer substance use programs. A strong harm reduction program focuses on specific interventions to reduce harm (e.g. Naloxone administration), but also provides supported linkage to services such as; job readiness, drug detox and treatment, mental health services, wound care services, PrEP education, linkages to the PrEP regimen, overdose prevention, STI screening and other social service needs of individuals experiencing homelessness.

Homeless: Under HSRA, the definition is limited to individuals that:

- a) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
 - ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
 - iii) An individual who is exiting an institution where he or she resided for 180 days or less and who resided in a shelter or place not meant for human habitation immediately before entering that institution;



- b) An individual or family who will imminently lose their primary nighttime residence, if:
 - i) The primary nighttime residence will be lost within 14 days of the date of application for Continuum of Care services;
 - ii) No subsequent residence has been identified; and
 - iii) The individual or family lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing;

- c) Unaccompanied youth who:
 - i) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for Continuum of Care services;
 - ii) Have experienced persistent housing instability as measured by 2 moves or more during the 60-day period immediately preceding the date of applying for Continuum of Care services; and
 - iii) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence, in the household, of a child or youth with a disability; or 2 or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or

- d) Any individual or family who:
 - i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
 - ii) Has no other residence; and
 - iii) Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, to obtain other permanent housing.

Homeless Management Information System (HMIS): The Management Information System designated by a Continuum of Care Governance Board to comply with the U.S. Department of Housing and Urban Development's data collection, management, and reporting standards, and used to collect client-level data and data on the provision of housing and services to homeless individuals and families and people at risk of homelessness.

Homeless Services Reform Act (HSRA): A District of Columbia statute that governs the provision of services and assistance to people experiencing or at risk of homelessness in the District. See: <https://ich.dc.gov/page/homeless-services-reform-act-2005>

Household Budget: A financial plan that identifies all sources of client household income (earned and unearned) the client's income towards expenses (rent, food, and other costs of living), savings, and debt repayment, as applicable). Households budgets should be considered based on how a participant will manage expenses like rent, food, and other living costs following the end of their subsidy in the RRH-I program.

Housing First: Under the HSRA, Housing First means a program that provides participants with



immediate access to independent permanent housing and supportive services without prerequisites for sobriety or participation in psychiatric treatment. Participants in Housing First programs may choose the frequency and type of supportive services they receive, and refusal of services will have no consequence for their access to housing or on continuation of their housing and supportive services. HUD encourages all recipients of CoC Program-funded P.S.H. to follow a Housing First approach to the maximum extent practicable. To that end, a Housing First orientation is specified as one of the universal qualities that a coordinated assessment process should include. Coordinated assessment tools should not be used to determine “housing readiness” (i.e. that an individual must address other issues that may have led to the episode of homelessness prior to entering housing), or screen people out for housing assistance, and therefore should not encompass an in-depth clinical assessment. A more in- depth clinical assessment can be administered once the individual or family has obtained housing to determine and offer an appropriate service package.

Housing-Focused Case Management: A service designed to 1) engage individuals; 2) provide assistance in identifying needs, desires, strengths, opportunities, and barriers with regard to housing attainment and housing stability; and 3) provide tailored support that empowers clients to achieve their goals, including (but not limited to) navigating systems, identifying available resources, assessing options, identifying points of contacts, completing applications, and pursuing new knowledge and skills. In the shelter context, Case Management centers primarily on the pursuit of permanent housing, though clients are empowered to consider the issues and needs that they consider critical to their pursuit of housing (e.g., employment, reconnection with family or others in their support network, healthcare supports).

Housing the Homeless Database (HTH): The current software application in QuickBase used by the Department of Human Services for homeless participants referred to the District’s homeless services programs.

Housing Navigation: A service designed to help clients navigate the rental market and identify appropriate housing options. Housing Navigators are responsible for building relationships with landlords, working with landlords to secure units for individuals exiting homelessness, helping landlords navigate the requirements of different housing subsidy programs, providing problem-solving support for landlords during and after the lease-up process, and coordinating with Case Managers to ensure clients find a unit that will work for them.

Housing Plan: means a written plan collaboratively developed and agreed upon by the provider and the client, consisting of time-specific goals and objectives designed to promote attainment of permanent housing based on the client’s unique needs, desires, strengths, resources, and limitations.

Hyperthermia Shelter/Beds: A public or private building that the District shall make available, for the purpose of providing shelter to individuals or families who are homeless and cannot access other shelter, whenever the actual or forecasted temperature or heat index rises above 95 degrees Fahrenheit. The term “hyperthermia shelter” does not include overnight shelter. (21)
“Hypothermia shelter” means a public or private building that the District shall make available, for the purpose of providing shelter to individuals or families who are homeless and cannot access other shelter, whenever the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit.

Hypothermia Shelter/Beds: A public or private building that the District shall make available



whenever the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit, in order to provide 24-hour shelter to families and 24 hour shelter to individuals (during aforementioned weather conditions only) who are homeless and cannot access other shelter. Specific beds may be designated as hypothermia beds at shelters, facilities and programs that are not categorized as hypothermia shelters. Hypothermia shelters/beds may be designated as seasonal (once opened initially they shall stay open every night for the season) or alert only (only open when hypothermia alerts are called). Hypothermia shelters/beds may be used (at the discretion of the District) outside of the season based on need. Also referred to as “severe weather” shelter.

Intake: The method by which participants are selected and approved for participation in a program. The intake process should include, but is not limited to, the completion of an intake form, review and signature of program rules, completion of the participant’s first rental calculation, social security card, valid DC ID, birth certificate and signed intake checklist.

Lived Experience: Refers to a representation of the experiences and choices of a given person, and the knowledge that they gain from these experiences and choices. In this circumstance this would refer to someone who has previously experienced homelessness.

Low Barrier Shelter: As defined by the HSRA, Low Barrier Shelter is an overnight housing accommodation for individuals who are homeless, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter to individuals without imposition of identification, time limits, or other program requirements.

Long-Term Stayer: individuals staying over 180 cumulative days in shelters (or outdoors) within a 365-day period (not necessarily consecutive).

Medically Frail: An individual who has a serious ongoing illness or a chronic physical condition that has lasted or is anticipated to last for more than 12 months or has required more than one month’s hospitalization.

Medical Respite Services: According to the HSRA, medical respite services are time-limited acute and post-acute medical care that is provided in a residential medical facility or shelter to individuals who are: a) Homeless; and b) Determined by a qualified medical professional licensed in the District to require medical assistance.

Motivational Interviewing: a client-centered yet directive approach for facilitating change by helping people to resolve ambivalence and find intrinsic reasons for making needed behavior change. Originally designed for people with substance use disorders, motivational interviewing is now broadly applied in health care, psychotherapy, correctional, and counseling settings. It is particularly applicable when low intrinsic motivation for change is an obstacle. Rather than advocating for and suggesting methods for change, this approach seeks to elicit the participant’s own goals, values, and motivation for change and to negotiate appropriate methods for achieving it.

Naloxone (also known as Narcan): This is a medication approved by the Food and Drug Administration (FDA) to prevent overdose by opioids such as heroin, morphine, and oxycodone. It blocks opioid receptor sites, reversing the toxic effects of the overdose. Naloxone is administered when a patient is showing signs of opioid overdose. The medication can be given by intranasal spray, intramuscular (into the muscle), subcutaneous (under the skin), or intravenous injection.



Performance Measures: A process that systematically evaluates whether your program’s efforts are making an impact on the clients you are serving.

Permanent Housing: Defined in the HSRA as housing without a designated length of stay, characterized by a lease or other occupancy agreement that is for a term of at least one year and renewable by the tenant named on the lease for terms that are a minimum of one month.

Permanent Housing Program: Defined in the HSRA as a federally or locally funded program within the Continuum of Care through which individuals or families obtain permanent housing. The term “permanent housing program” includes Rapid Re-Housing and permanent supportive housing

Permanent Supportive Housing (PSH): Defined in the HSRA as a program that provides rental assistance and supportive services for an unrestricted period of time to assist individuals and families experiencing chronic homelessness, or at risk of experiencing chronic homelessness, to obtain and maintain permanent housing and to live as independently as possible.

Personnel: The staff hired by the service provider to deliver case management and/or associated services in the program.

Prevention Services: Interventions and services aimed at preventing housing crises from occurring, as well as preventing people who do experience such crises from experiencing homelessness.

Problem Solving: Strengths-based, client-centered conversations focused on helping a household identify and access options for resolving their housing crisis. This resolution is typically accomplished through natural supports and community-based resources.

Program Rules: The set of provider rules, client rights, and complaint and appeal procedures, proposed by a particular provider for the purpose of governing the behavior and treatment of its clients and approved by the Mayor subject to § 4-754.32.

Progressive Engagement: An approach to service delivery that starts with an understanding of the strengths and resiliencies that each person has and works to leverage those in promoting housing and life stability. Case management, therefore, starts with a “light touch” and becomes more involved, intensive, and frequent when a program participant demonstrates that without more assistance their tenancy would be in peril. Once the situation has been resolved or new skills have been learned, the intensity and frequency of case management services regresses back to a “light touch.”

Provider: As defined by the HSRA, an individual or entity within the Continuum of Care that operates a program covered by § 4-754.01.

Rapid Re-Housing (RRH): As defined by the HSRA, a program that provides housing relocation and stabilization services and time-limited rental assistance, as necessary, to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in permanent housing such that recipients may remain in the housing when assistance ends.



Rapid Exit: Efforts to help an individual experiencing homelessness to move back into housing as quickly as possible with the support of light-touch services. Similar to Diversion, except the assistance is provided after an individual has entered emergency shelter or spent a night unsheltered.

Rental Assistance: Financial and programmatic supports that enable individuals to obtain and maintain affordable housing. Such assistance can include, but is not necessarily limited to, time-limited assistance with security deposits and/or a subsidized portion of monthly rental costs, in accordance with the District's Rent Reasonableness standards.

Senior: An individual that is 65 years of age or older.

Severe Weather Shelter: As defined by the HSRA, means hyperthermia shelter or hypothermia shelter.

Shelter Operations: As defined in this solicitation, all functions related to facility management, , including, but not limited to, opening/closing the Day Center, monitoring laundry and shower facilities, monitoring dorm floors, janitorial services, food preparation/handling, building security, facility maintenance, and landscaping.

Subcontractor: A subcontractor is a person who is hired by a general contractor (or prime contractor, or main contractor) to perform a specific task as part of the overall project and is normally paid for services provided to the project by the originating general contractor.

Supplemental Security Income(SSI)/Social Security Disability Income (SSDI) Outreach, Access, and Recovery (SOAR): The SOAR program increases access to Social Security disability benefits for people with behavioral health issues experiencing or at risk of homelessness.

Supportive Services: An array of health, mental health, substance use, employment and training, life skills, legal services, and other services aimed at enabling housing placement, housing stability, health, wellness, community integration, self-sufficiency, and the improved quality of life of an individual or family.

Streamlined Intake: a standardized process for intake and referrals for unaccompanied individuals seeking homeless services, regardless of the location where they first enter/touch the system.

Temporary Shelter: Non-permanent shelter accommodation that falls into one of the following types:

- A housing accommodation for individuals who are homeless that is open either twenty-four (24) hours or at least twelve (12) hours each day, other than a severe weather shelter or a low barrier shelter, provided directly by, or through contract with the District, for the purpose of providing shelter and supportive services; or
- A twenty-four (24) hour apartment style housing accommodation for individuals or families who are homeless, other than a severe weather shelter, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter and supportive services; or
- A housing accommodation for individuals who are homeless that is open either twenty-four (24) hours or at least twelve (12) hours each day, other than a severe weather shelter or a low barrier shelter, provided directly by, or through contract with or grant from the District, for the purpose



of providing shelter and supportive services with a specific focus on a target population or service, a specific focus on issue/barrier for the homeless (e.g., mental health, disabilities, etc.), or both. These facilities programs are considered “specialty programs/shelters.” DHS, the Contractor, and subcontractors shall partner with Federal and other District agencies (e.g., U.S. Department of Veterans Affairs, DC Department of Health, DC Department of Mental Health, DC Office on Aging, etc.) to connect clients in specialty shelters to mainstream services provided by these agencies. Additionally, as designated by DHS, the Contractor shall ensure that subcontractors at specialty shelters are certified to receive reimbursements for direct services provided to clients as applicable.

Termination: Defined by the HSRA § 4-754.36, a provider may terminate its delivery of services to a client when the provider documents that it has considered suspending the client in accordance with § 4-754.35 or has made a reasonable effort, in light of the severity of the act or acts leading to the termination, to transfer the client.

Time-Limited Support: Means case management services and direct financial and/or case management assistance for a limited period of time. An extension can typically be granted based upon the unique situation of the household, as allowed under statutory and regulatory requirements of the program funding source.

Transportation: Defined as any mode of transportation used to assist the individual with housing and employment related services, such as Metro Smart Trip fare cards, mileage and/or rideshare.

Trauma Informed Care: Most individuals seeking public behavioral health services and many other public services, such as homeless and domestic violence services, have histories of physical and sexual abuse and other types of trauma-inducing experiences. Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and re-traumatization can be avoided.

Vulnerability Index-Service Prioritization Decision Assistance Tool known as (VI-SPDAT) or (SPDAT): The Vulnerability Index is a tool for identifying and prioritizing the homeless population for housing according to the fragility of their health. The SPDAT is an evidence-informed approach to assessing an individual’s or family’s acuity. The VI-SPDAT tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person or family’s life where support is most likely necessary in order to avoid housing instability. Co-occurring social and medical factors are the primary factors that contribute to homelessness. The VI-SPDAT was created through the merger of the Vulnerability Index, as owned and made popular by Community Solutions, and the SPDAT Pre-screen Tool, which is part of the SPDAT tool suite owned and created by OrgCode Consulting, Inc.

Warm Handoff: A real-time and in-person referral meeting where an initial provider introduces their client to a new provider to facilitate the transition of primary case management. This method provides clients with the assurance that they, the initial provider, and new provider are all part of a team and that their wellbeing is the central focus of the team’s efforts. This reinforces positive expectations, good communication, and continuous care.

Welcoming Environment: A bright, positive, and person-centered atmosphere created by the staff through personalized greetings, respectful processes/procedures, furniture arrangements, room configurations, and decorations. All of these things add up to create a welcoming



environment for clients.

Youth: A person who is aged 24 years or younger.



Attachment H – Confidentiality and Non-Disclosure Agreement

DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)

HOMELESS HOTLINE OPERATIONS AND TRANSPORTATION SERVICES
RFA #JA-FSA-HOMELESSHOTLINE_004-22

The District of Columbia (District), Department of Human Services (DHS), is accepting applications to create a daytime services program for unaccompanied individuals experiencing homelessness. D.C. Law 20-155 which amended the Homeless Services Reform Act of 2005, effective October 22, 2005 (D.C. Law 16-35, D.C. Official Code § 4-751.01 et seq.). For purposes of this Confidentiality and Nondisclosure Agreement, clients of DHS and participating providers or grantees who will create and/or expand daytime services for individuals experiencing homelessness are referred to as “Homeless Hotline Clients.”

I, _____, am employed by: _____
(Name of organization)

I understand that in the course of my duties pursuant to the District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant, I may receive or have access to DC Homeless clients’ personally identifiable and confidential information (protected information). I further understand that such client protected information is highly sensitive, confidential, and/or otherwise protected from disclosure to the public. I understand that any divulgence of privileged, sensitive, and/or confidential information to unauthorized persons whether intentional or inadvertent may compromise the government and people of the District of Columbia.

Therefore, I agree that unless such actions are authorized by an Agreement and/or District or Federal law, I will not disclose, discuss, or divulge any client protected information that I have received or accessed pursuant to my duties and participation in the District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant. I further agree that I will take all reasonable affirmative steps to protect DC Homeless Hotline Clients’ protected information in my possession from unauthorized use or disclosure.

I further agree to immediately notify the following District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant Privacy Point of Contact if I become aware of any unauthorized use, access, or disclosure of DC Homeless Hotline Clients’ protected information: contact the DHS Office of Program Review, Monitoring and Investigation (OPRMI) by emailing a description of the incident and circumstances to OPRMI@dc.gov; calling the Unusual Incident Hotline at (202) 673-4464; or, Completing and submitting the online Unusual Incident Form.

I understand that the unauthorized use and disclosure of privileged, sensitive, and or confidential information would be a violation of applicable District and Federal laws including, but not limited to the District of Columbia Homeless Services Reform Act of 2005 (D.C. Official Code § 4-754.11(7) and § 4-754.21(12)); the District of Columbia Self-Sufficiency Promotion Act of 1998, effective April 20, 1999 (D.C. Law 12-241; D.C. Official Code §§ 4-209.04(b) and (c)); the District of Columbia Mental Health Information Act of 1978 (D.C. Official Code § 7-1201.01 et seq.); the Confidentiality and Disclosure of Records on Abused and Neglected Children Act of 1979 (D.C. Official Code § 4-1303.06(a)); and any and all applicable District and federal confidentiality laws.

By signing this document, I acknowledge that I have read and agree to abide by it. I also understand that any violation of this agreement may result in civil or criminal penalties, disciplinary action, which may include discharge if I am a District employee or termination of access rights if I am not employed by the



District. Furthermore, I understand that I may be prosecuted if I knowingly and intentionally use DC Homeless Hotline clients' protected information for fraudulent purposes.

Signature & Title

Date



Appendix 1: General Terms and Conditions

The following terms and conditions are applicable to this and all Requests for Applications (RFA) issued by the District of Columbia Department of Human Services:

1. Funding for an award is contingent on continued funding from the DHS/FSA grantor or funding source.
2. The RFA does not commit DHS/FSA to make an award.
3. DHS/FSA reserves the right to accept or deny any or all applications, if DHS/FSA determines it is in the best interest of DHS/FSA to do so. DHS/FSA shall notify the applicant if it rejects that applicant's proposal.
4. DHS/FSA may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable federal regulation or requirement.
5. DHS/FSA reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS/FSA shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the applicant's sole responsibility.
7. DHS/FSA may conduct pre-award on-site visits to verify information submitted in the application and to determine if the applicant's facilities are appropriate for the services intended. In addition, DHS/FSA may review the fiscal system and programmatic capabilities to ensure that the organization has adequate systems in place to implement the proposed program.
8. DHS/FSA may enter into negotiations with an applicant and adopt a firm funding amount or other revision of the applicant's proposal that may result from negotiations.
9. DHS/FSA shall provide the citations to the statute and implementing regulations that authorize the grant or sub grant; all applicable federal and District regulations, such as OMB Circulars 2 CFR 200, 2 CFR 180, 2 CFR 225, 2 CFR 220, and 2 CFR 215; payment provisions identifying how the Grantee will be paid for performing under the award; reporting requirements, including programmatic, financial and any special reports required by the granting Agency; and compliance conditions that must be met by the Grantee.
10. If there are any conflicts between the terms and conditions of the RFA and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the applicant to ensure compliance.

Additional information about RFA terms may be obtained at www.opgs.dc.gov (Citywide Grants Manual and Sourcebook).



Appendix 2 – DHS Contracted Outreach Providers

- A. Community Connections
- B. Pathways to Housing
- C. Miriam’s Kitchen



DC

DEPARTMENT *of*
HUMAN SERVICES